GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:132
ANSWERED ON:08.12.2015
e-Commerce
Dubey Shri Nishikant ;Pal Shri Jagdambika

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has been received complaints including fraud, cheating, tax evasion predatory pricing, mis-selling, privacy concerns etc., against the e-commerce companies, if so, the details of such complaints received during each of the last three years and the current year along with the action taken thereon, e-commerce company/site-wise;

(b) whether the Government has received requests/demands from various associations and public representatives regarding need for regulating e-commerce business in the country and to provide a level playing field to the traditional traders, if so, the details thereof and the reaction of the Government thereto indicating its impact on small retailers and the steps taken to protect their interest;

(c) whether there is a multiplicity of rules regulating e-commerce which is affecting the interest of the companies, and if so, the details thereof; and

(d) whether the e-commerce transactions are proposed to be covered under the consumer protection bill and if so, the details thereof?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) to (d) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED IN REPLY TO PARTS (a) TO (d) OF LOK SABHA STARRED QUESTION NO.*132 FOR 08.12.2015 REGARDING E-COMMERCE.

(a) : As reported by Ministry of Corporate Affairs, over the last three years (i:e 2012-13 to 2014-15) and during the current year till date, a total of 12 complaints have been received against e-commerce companies. The complaints have been made against alleged money laundering, hiding of operation details, fraud transactions, non delivery of goods, unfair trade practice etc. The company wise details of complaint and follow up action taken is given at Annexure.

(b) & (c): Yes, Madam. The e-commerce activities are essentially commercial/ business oriented and therefore come under the purview of different Laws /Act like the Shop and Establishment Act, Sales of Goods Act, Companies Act, Indian Penal Code, Income Tax Laws, Information Technology Act, the Competition Act and the Consumer Protection Act, etc. As regard safeguarding the interest of small retailers/domestic traders, important policy decision taken by the Government include the introduction of the public procurement policy for Small and Medium Enterprises (SMEs), restricting Foreign Direct Investment to Single Brand retailing and to Business to Business segment of e-commerce.

(d) : Yes, Madam. The Consumer Protection Bill, 2015, since introduced in the Lok Sabha on 10.8.2015 also covers e-commerce transactions.

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